

# COMMON PROBLEMS AND SOLUTIONS

## 1. ELECTRICITY OR POWER HAS SHUT OFF UNEXPECTEDLY.

- **Have you rang Northern Ireland Electricity on 08457 643 643?** The electricity supply may be off in your area. If this is not the case follow the steps below.
- Locate the fuse box or trip switches for the property.



- *If you live in an apartment* there should be trip switches in your own apartment usually located in the hall or living room/kitchen area.
- *If you live in a house* the fuse box/trip switches may be located in the hallway or the first ground floor room of the house which could be a living room or bedroom.
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- Once located check that the trip switches are **ALL** pointing in the same direction.
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- Under each switch there should be a label marking which electrical output it relates to e.g. 'shower', 'cooker', '1<sup>st</sup> floor lighting'.



- If the power has tripped in a certain electrical appliance or output the switch will be pointing the wrong way.
- Turn the switch back up the right way and check if the power is now on.
- Try and establish what the cause of the tripped switch was and avoid it.

E.g. if the power went when you turned on the kettle and it happens again the kettle may be faulty so avoid using it or replace it.

## 2. MY HEATING HAS STOPPED WORKING OR WILL NOT COME ON!

- WHAT TYPE OF HEATING DO YOU HAVE?

### OIL:

Have you ran out of oil?- Check the oil tank, there needs to be a minimum amount of oil for the boiler to fire.



Have you just recently had oil delivered? The boiler probably needs bled- When getting oil delivered ask the delivery driver to bleed the boiler, they will usually be happy to oblige.

Have you checked the boiler to see if it needs reset? A red lockout light will be illuminated press the button to reset it and wait and see if the boiler fires up?



Is the time clock set correctly/ turned on? For your central heating to fire the time clock usually has to be turned on.

## **GAS:**

***Most of our properties with gas fired central heating have pay as you go meters installed , if however ,you have a quarterly bill and you appear to have no gas then ring Phoenix Gas to check whether the gas has been turned off on the street (Phoenix Gas 0845 900 5253)***

Do you have a pay as you go meter?



### **Is it a quantum meter?**

If it is a quantum meter you will use a blue quantum card to top up the credit on your meter.

With this type of meter the actual credit will appear on the display e.g. ' £2.00'

If your heating is not working check to see how much if any credit you have. If you have credit but the heating is still not coming on check that the lever at the meter is turned to the on position.



Also check that the display is not showing 'OFF' . If this is displayed then insert your quantum card in the meter and follow the instructions on the meter to release the gas .



### **Is it a libra meter?**

This meter type takes the yellow and orange Payeasy cards and the meter displays the gas in units e.g. '15'.

Again check to see how many units you have on the meter.

If the display is showing 'OFF' you need to insert the payeasy card into the meter and hold the black button 'B' down. The display will show 'HOLD'.

Hold the button in until the display changes to 'LET GO'.

Wait for 30 seconds to a minute for the display to change. You will usually here a popping or pinging noise which is the gas being released and shortly after the display will light up and 'OFF' will no longer be displayed but a small 'o' will appear in the corner.

If you now go back to your boiler and reset it, then it should fire.

## Heating still not coming on?

Is the boiler turned on at the wall switch? The boiler must be turned on at the wall to operate.

Is your time clock on?

The time clock controls the central heating and must be turned on for it to work.

If you have a digital time clock is there anything showing on the display? If not you might need a new one.



For instructions on how to operate and set a digital time clock see the [website page](#).

If it is a manual time clock make sure it is on. [See the website for instructions](#).



Click the link below for a video on how to operate the timer for this Worcester Bosch boiler  
<http://www.youtube.com/watch?v=NWL8OxSDerg>



Have you got a room thermostat?

If so, it may be set too low and the boiler cuts out when the room is at a certain temperature. Turn it until the light comes on.

If the time clocks are set properly and your boiler is still not firing there may be a fault.

Some boilers will display a fault as 'F1' OR 'F37' for example. If a fault is being displayed please contact our office so we can send someone out to look at it.

**3. THERE APPEARS TO BE NO WATER COMING FROM THE TAPS OR SHOWER OR THE TOILET WON'T FLUSH PROPERLY**

**Have you rang Northern Ireland Water on 084 5744 0088?**

The water may be turned off at the street.

The drains on the street may be blocked and the water may not be getting away.

The water pressure may be turned down.

See the Northern Ireland Water website for more information

<http://www.niwater.com/waterservices.asp>



If this is not the case contact our office and we will send a plumber out to investigate the problem.

#### 4. AN ALARM IS SOUNDING IN THE HOUSE OR APARTMENT AND I CAN'T TURN IT OFF!!

- DO YOU HAVE A FIRE ALARM OR BURGLAR ALARM OR BOTH?



- IS IT THE BURGLAR ALARM? -
- Or IS IT THE FIRE ALARM?



#### IF THE BURGLAR ALARM IS SOUNDING:

- Have you entered the code to disarm/reset it?



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- If you have forgotten the code ring the office immediately.
- If the code is not working- ring the office back immediately.

IF THE FIRE ALARM IS SOUNDING:

- Has the alarm been set off by smoking, cooking or has someone broken a glass in the call points in the building?



- Depending on the cause you should be able to silence the alarm, but may not be able to reset it fully.
- The alarm instructions for silencing it should be located on the panel itself or the wall next to the panel.
- For instructions on how to silence or reset the fire alarm click on these links.  
[Type 1 alarm](#), [type 1a alarm](#), [type 2 alarm](#), [type 3 alarm](#)
- If you have silenced the alarm but there is a fault light flashing please contact the office immediately.

## 5. MY NEIGHBOURS ARE CAUSING A NUISANCE WITH NOISE AND ANTI-SOCIAL BEHAVIOUR

- PLEASE CALL OR CONTACT THE VARIOUS BODIES LISTED BELOW IF YOU FEEL IT IS NECESSARY
  - Belfast City Council Noise Control Tel:
  - Visit their webpage for more information  
<http://www.belfastcity.gov.uk/noise/index.asp>
  - Community Safety Warden Tel:
  - Queens University Belfast Community Affairs
  - University of Ulster



## 6. I HAVE SEEN MICE IN MY BUILDING!!

- **RING BELFAST CITY COUNCIL FOR ANY PEST CONTROL ADVICE ON 028 9027 0431**
- **Visit the Belfast City Council webpage for more information**  
<http://www.belfastcity.gov.uk/pestcontrol/index.asp>
- Contact our office to discuss if required.
- Ensure you keep your house or apartment including the front and rear yards *clean and free from rubbish* which is likely to attract vermin.





## 7. MY HOUSE IS DAMP, HELP!



- **While you may find evidence of damp in the property it is more than likely that this is a result of Condensation rather than a problem with damp in the building.**
- If you notice mould or damp near windows or behind wardrobes at the wall it is most probably due to condensation from excess moisture.
- Remove the mould and spray with an anti-fungicidal wash.
- Wipe any condensation forming on walls or windows
- DEAL WITH THE CAUSE OF CONDENSATION BY FOLLOWING THESE TWO SIMPLE PIECES OF ADVICE:
  - MAKE SURE THE HOUSE IS ADEQUATELY HEATED e.g. have a low setting of heat on all day or at least in the morning and evening
  - MAKE SURE THE HOUSE IS ADEQUATELY VENTILATED e.g. open windows
  - For more in depth advice [see our website page](#)
  - Belfast City Council also provide useful information on their website <http://www.belfastcity.gov.uk/publichealth/damp.asp>